

**Do you
qualify for a
bill
adjustment
due to a
leak?**

Brentwood Municipal Code and Adjustments 3.26.190

Bill adjustments will generally not be made on excess delivery or high water consumption except when evidence clearly shows that the excess delivery is due to a leak on an underground or unexposed water service line and not wasteful use, defective irrigation lines or otherwise due to the consumer's acts, omissions, or negligence as determined by the director of public works or designee. For purposes of this section, water service lines include any customer facilities that connect with the city's facilities, such as the pipeline from the meter box, control valve and other necessary or required fittings to provide water to the premises from the meter box.

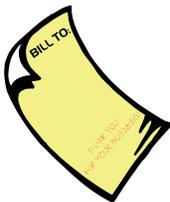
A bill adjustment will only be made after adequate repairs have been made and only once it is certain such leak or loss will not occur again as determined by the director of public works or designee. No adjustment or allowance will be made covering more than one billing period nor will more than one adjustment or allowance be made to the same customer for the same premises in any twelve-month period.

If it is determined that an adjustment is warranted, an adjustment in the amount of fifty percent of the excess water consumption will be reflected in the next billing. Excess delivery will be calculated by comparing the water usage during the leak month to the customer's prior consumption during the same season of the year, if available. If prior consumption during the same season of the prior year is not available, a reasonable comparison with use of other customers during the same period receiving the same class of service under similar circumstances will be used.

Understanding your Utility Bill

Understanding your utility bill may help you reduce your bill: Your utility bill includes a water charge, water base charge, garbage, sewer lateral charge, and a sewer base charge.

- Reducing your irrigation may reduce your water charges.
- Turning off your irrigation during the winter may reduce your sewer charge.



Water ¹	1-10 Units = \$3.17/unit 11 - 20 Units = \$3.78/unit 21 - 30 Units = \$4.52/unit 31 and over = \$5.27/unit
Water meters are read monthly; One unit = 1,000 gallons	
Sewer ²	\$14.62 - \$52.04 max. Sewer charge based on average winter metered water.
Sewer Lateral Maintenance	\$1.75
Meter Charge	\$20.24 (5/8" or 3/4") \$30.36 (1")
Garbage ³	32 Gallon Cart \$24.00 64 Gallon Cart \$35.67 96 Gallon Cart \$42.82

¹ Rates effective July 1, 2014.

² New residential customers in new construction, charges will be based on the citywide average.

³ Fee for brown garbage cart. A blue (recycling) cart and a green (yard waste) cart is provided free.

Important Phone Numbers

Public Works/Operations (925) 516-6000
 Utility Billing (925) 516-5415 ☎ Solid Waste (925) 516-6090
 Water Conservation Specialist (925) 516-6045



How To Read Your Meter

Locate Your Meter

The water meter is usually located near the curb in front of the house or place of business, in the ground, housed in a concrete box marked WATER. Carefully remove the meter box lid using a tool such as a large screwdriver. Visually examine the area around the meter to ensure your safety (black widow spiders are known to nest in meter boxes).

Read Your Meter

Reading a water meter is similar to reading an automobile odometer. Most meters have a seven or eight-digit number on the face, called the readout (see illustration). This shows the total number of gallons used since the meter was installed.

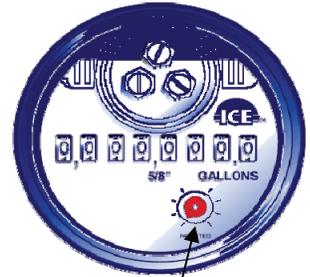
Figure Your Usage

To calculate your water usage, pick a starting point at which to read

your meter. Record the reading and date. A day or two later, read your meter again. Subtract the first reading from the second to determine how much water was used. For example:

Second reading 68180 gal
 First reading 67150 gal
 Water Used 1030 gal

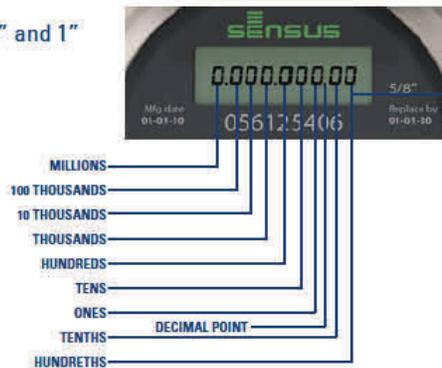
Note: The City of Brentwood charges for water by the 1000-gallon unit (always rounding down.) Thus, in the example above, 1030 gallons would be rounded to one (1) billing unit on your water bill.



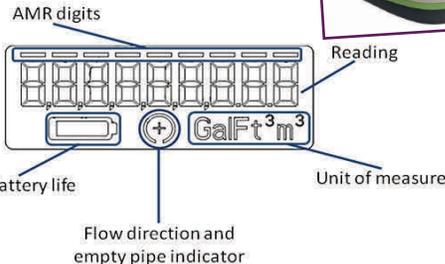
Low Flow Indicator

Reading your iPearl Water Meter

5/8", 3/4" and 1"



Not Read Electronically



Landscape Water Calculator

Use the gpm number (gallons per minute) that corresponds to your meter size. Enter your irrigation schedule and multiply together for an estimate of the water used to irrigate your landscape per month.

- 5/8 inch meter use 10 gpm
- 3/4 inch meter use 15 gpm
- 1 inch meter use 25 gpm
- iPearl meter use 25 gpm

minutes per cycle _____ x # stations _____
 x # cycles _____ x # days per month _____
 month _____ x _____

Monitor Your Water Usage

“Read your water meter on a regular basis to track water use trends and catch leaks.”

Read your meter on a regular basis to track water usage trends and catch leaks. Keep a record of all readings. You will be able to detect trends from season to season and year to year. If your household changes in any way that affects water (e.g., new family member, plumbing upgrade, etc.), you will be able to determine the effect of the change. For your convenience, the City has a tracking form available on the cover page.

**CITY OF BRENTWOOD
PUBLIC WORKS/OPERATIONS**

2201 Elkins Way
Brentwood, CA 94513
Phone (925) 516-6000



Brentwood City Council asks all Brentwood residents to help during the drought by voluntarily reducing water use by 10 percent. The information in this brochure will help you get started.

**We're on the web
www.brentwoodca.gov**

**Sample Water Conserving
Irrigation Schedule**

Month	Watering Days per Week	
	Lawns	Trees, Shrubs, Ground-covers
Jan, Feb, Mar	Off	Off
Apr	1	1
May	2-3	1
Jun	3-4	2
Jul	4	2-3
Aug	3-4	2
Sep	3	1-2
Oct	2	1
Nov	1	Off
Dec	Off	Off

Note—due to individual site conditions, additional schedule adjustments may be necessary.



Utility Billing Courtesy Notice

Service Address :

A check of your water meter indicates:

- High Usage Excess Irrigation
- Possible Leak Customer side Possible Water Running Inside
- No Indication of a Leak Need to Start Service
- House Main Valve Off Water Off at Meter
- Other Plant Material Obstructing Meter Box (Please Clear Debris)

Contact Utility Billing with questions regarding this courtesy notice (925) 516-5415